

INFORMATION TECHNOLOGY SPECIALIST
GS-2210

This series covers two-grade interval administrative positions that manage, supervise, lead, administer, develop, deliver, and support information technology (IT) systems and services. This series covers only those positions for which the paramount requirement is knowledge of IT principles, concepts, and methods, e.g., data storage, software applications, networking. IT refers to systems and services used in the automated acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, assurance or reception of information. IT includes computers, network components, peripheral equipment, software, firmware, services, and related resources.

INFORMATION TECHNOLOGY SPECIALIST – ENTRY LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personal computer fundamentals.</p> <p>Knowledge of data communications concepts.</p> <p>Skill in both oral and written communications.</p> <p>Knowledge of LAN/WAN architecture and topologies and knowledge and skill in operation of LAN/WAN software.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Basic Communication Skills and Fundamentals of Business Writing - USDA Graduate School</p> <p>Data Communications and Telecommunications Global Knowledge Bellcore</p> <p>Introduction to Networking - Learning Tree International</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Local Area Networks; NetWare Administration (current level); and Novell NetWare Global Knowledge Orange Technologies Institute</p> <p>UNIX or equivalent and Windows NT or current Windows OS Learning Tree International Orange Technologies Institute</p> <p>Basic Troubleshooting and Repair In-House Training (Information Technology Division/Location)</p> <p>Administrative Specific Office Suite In-House Training (Information Technology Division/Location)</p> <p>GroupWise - Optional (Specific to Location) In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u> Shadow a Senior Level IT Specialist</p>

INFORMATION TECHNOLOGY SPECIALIST – INTERMEDIATE LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personal computer fundamentals.</p> <p>Knowledge of data communications concepts.</p> <p>Skill in both oral and written communications.</p> <p>Knowledge of WAN/LAN architecture and topologies and knowledge and skill in operation of LAN/WAN software.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Communication Skills for Information Technology Professionals - Global Knowledge</p> <p>Communicating for Results - USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Local Area Networks; NetWare Administration (current level); and Novell NetWare Global Knowledge Orange Technologies Institute</p> <p>CISCO Router Configuration Firewall Administration and Configuration Learning Tree International Global Knowledge</p> <p>UNIX or equivalent Learning Tree International Orange Technologies Institute</p> <p>Windows NT or current Windows OS Learning Tree International</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Shadow a Senior Level IT Specialist</p>

INFORMATION TECHNOLOGY SPECIALIST – ADVANCED LEVEL

Competencies	Developmental Areas	Training Resources and Developmental Recommendations
<p>Knowledge of personal computer fundamentals.</p> <p>Knowledge of data communications concepts.</p> <p>Knowledge of system architecture and design.</p> <p>Skill in both oral and written communications.</p> <p>Knowledge of WAN/LAN architecture and topologies and knowledge and skill in operation of LAN/WAN software.</p>	<p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p>	<p><u>TRAINING RESOURCES:</u></p> <p>Communication Skills for Information Technology Professionals - Global Knowledge</p> <p>Communicating for Results - USDA Graduate School</p> <p>Civil Rights Training In-House Training (Equal Employment Opportunity Office)</p> <p>Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Local Area Networks; NetWare Administration (current level); and Novell NetWare Global Knowledge Orange Technologies Institute</p> <p>Advanced Firewall Administration and Configuration Learning Tree International Global Knowledge</p> <p>Intrusion Detection Systems and Proxy Services Learning Tree International</p> <p>UNIX or equivalent Learning Tree International Orange Technologies Institute</p> <p>Windows NT or current Windows OS Learning Tree International</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u> Supervisory Training Team Leadership Leadership Training Opportunities</p>